

Figure 1

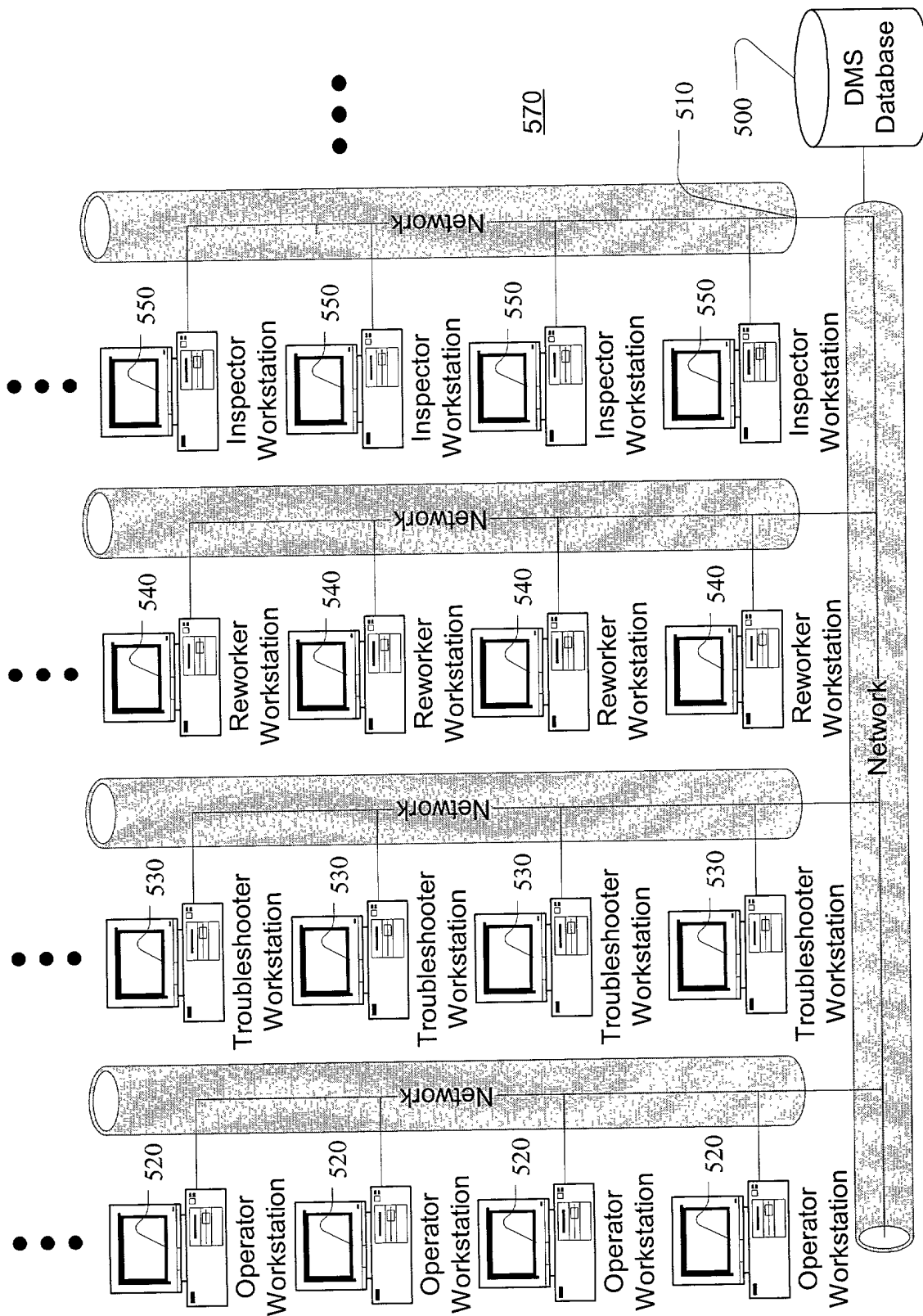


Figure 2

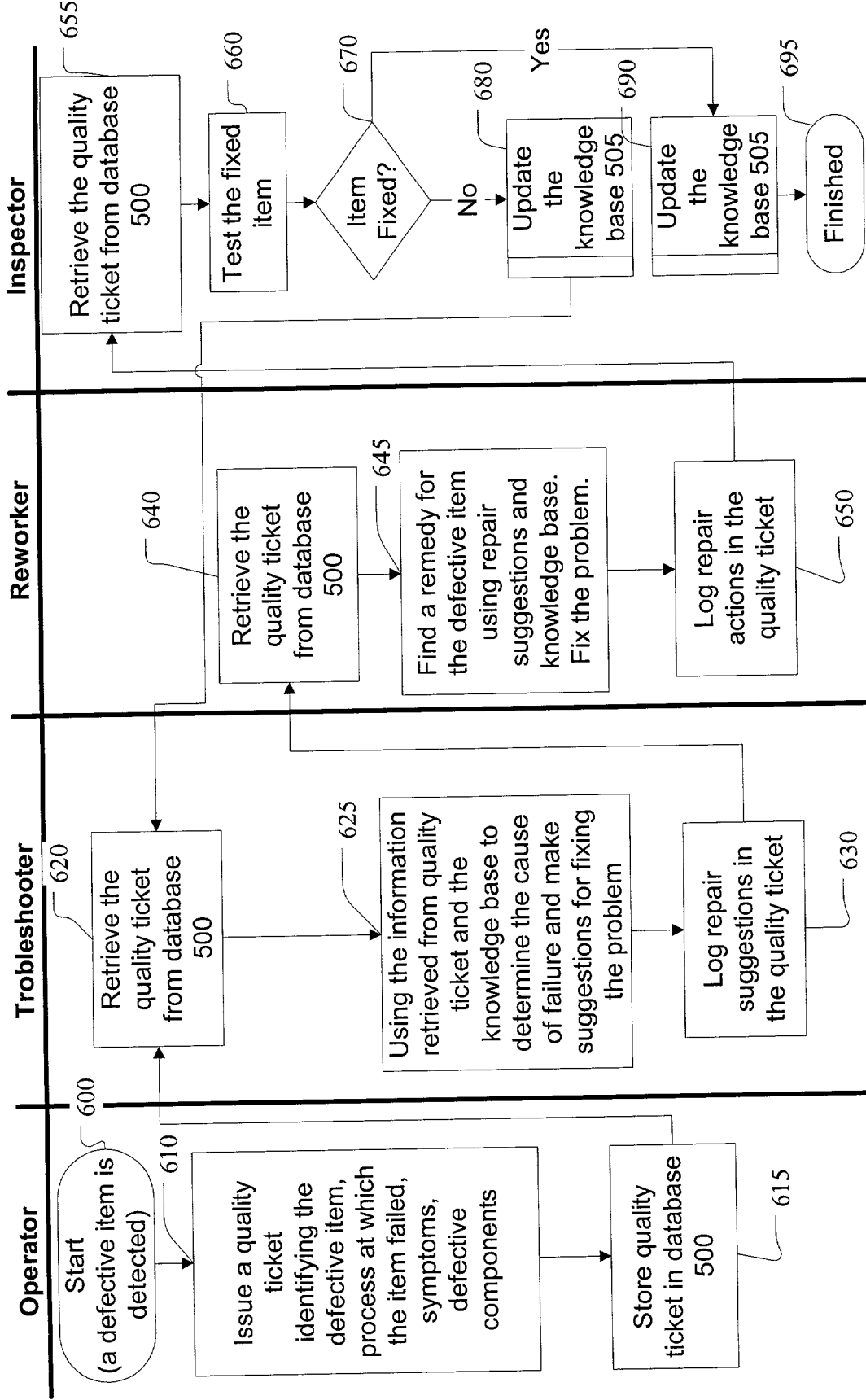


Figure 3

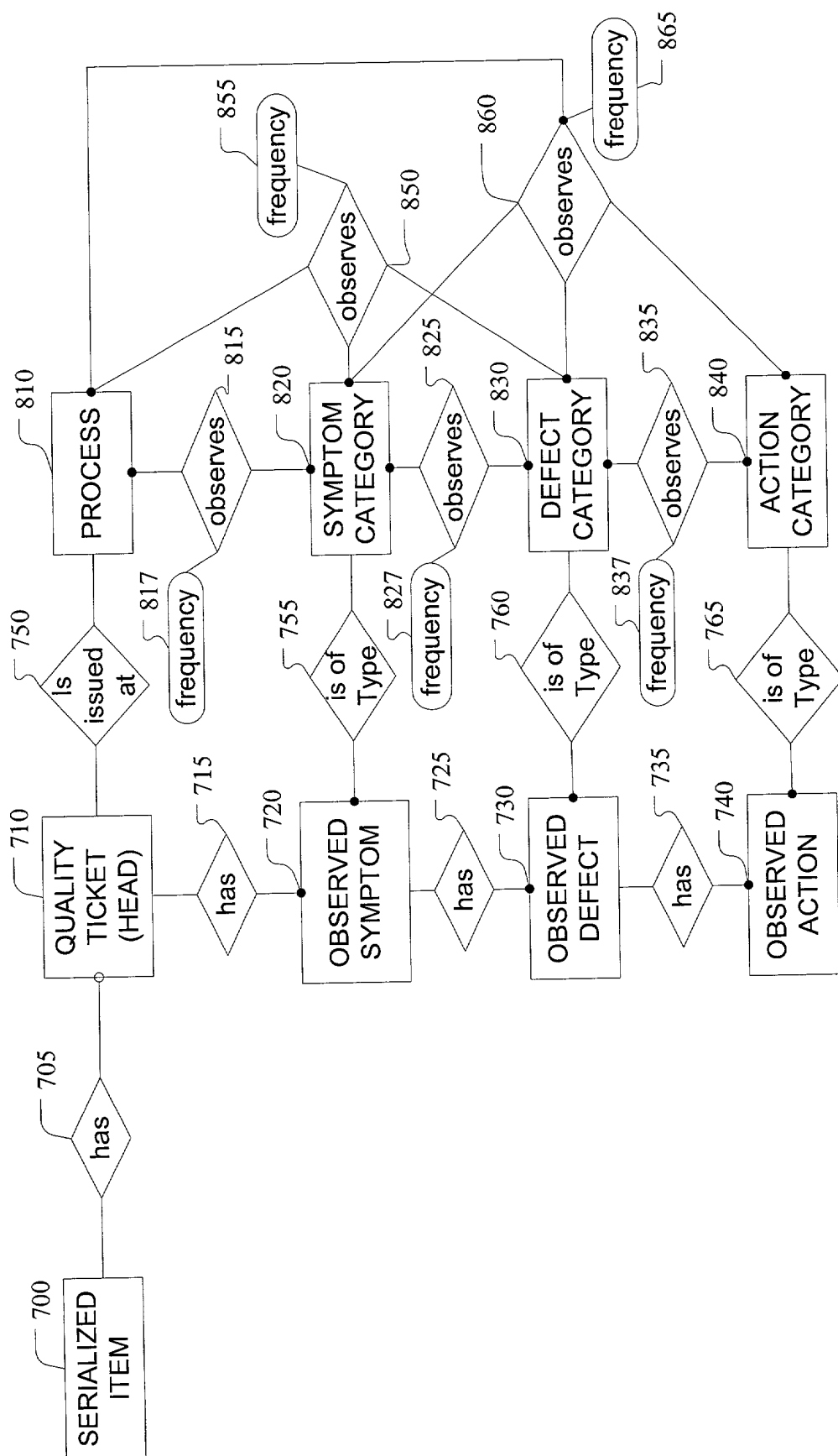


Figure 4

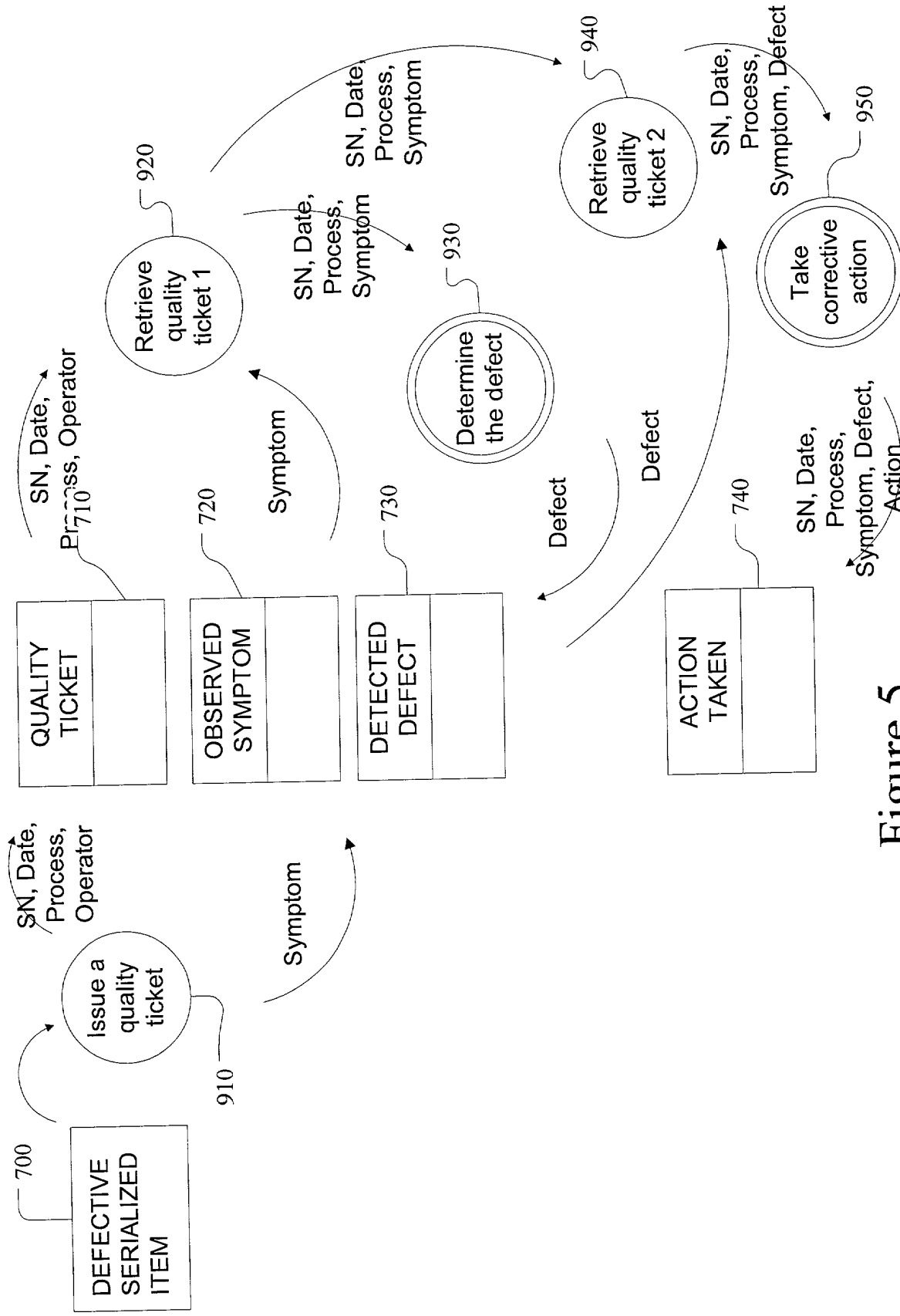


Figure 5

Figure 6a

10

15

20

27

30

35

40

45

50

5a

60

70

75

90

95

100

105

110

115

120

130

135

Serial Number:  
Ticket:

Lookup  
Close Quality Ticket

Serialized Item Factory Data  
Application  
Part Number  
Description

Revision

Area Of Operation: System Test

Symptom

Process (Test Stage): CIAO 1  
Process Step (Test): DT

Comment:

Quality Ticket Explorer  
QCS Support  
System Test

Save  
Cancel/New  
Defect  
No Defect  
Close

7  
CIENA\dmtestuser1, CIENA\dmtestuser1

Figure 6b

Figure 7



Quality Ticket Explorer

Serial Number: M0000001

Filter: ☒ Both ☐ Opened ☐ Closed

Lookup

Module Info

Description: ADM1 DROP(13,14,15,16)193.71HRU194

Part Number: 130-0466-900

Revision: 001

Application: Rework (Rw)

Quality Ticket(s): 101

Serial Number: M0000001

663 [CLOSED] 4:53:00 PM

Test: DET1-Termination BER T

TestStage: DET1 Test

664 [CLOSED]	5:20:00 PM
1277 [CLOSED]	11:00:00 A
4895 [OPEN]	1:23:00 AM
4896 [OPEN]	1:25:00 AM
4897 [CLOSED]	11:45:00 A
4900 [CLOSED]	4:18:00 PM
4901 [CLOSED]	5:05:00 PM
4902 [CLOSED]	5:06:00 PM
4903 [CLOSED]	5:20:00 PM
4904 [CLOSED]	5:28:00 PM
4905 [CLOSED]	5:29:00 PM
4906 [OPEN]	5:51:00 PM
4908 [CLOSED]	2:41:00 PM
4909 [OPEN]	2:44:00 PM
4910 [CLOSED]	2:46:00 PM
4911 [CLOSED]	2:48:00 PM
4912 [CLOSED]	2:55:00 PM
4913 [CLOSED]	2:57:00 PM

Quality Ticket: 663

DN/A -> N/A

Fiber Defects -> Broken Fiber

Fiber -> Remove & Replace

Software Defects -> Wrong Software at Test Station

Visual -> Secure

Action: Visual -> Secure

Operator: Niam Kazemi

Time: 5:11:43 PM

Comment: OCS\_WS01

Components: Problem was fixed

Feedback:

Close

Figure 8

Quality Ticket

Serial Number: M00000002

Ticket: 420

Lookup

Get Info

Close Quality Ticket

Module Info

Application: HIP MGR (LAN)

Part Number: 13904610

Description: AGENT DRIVER 1.2.15 BUILD 2449122

Revision: 101

Symptom

Initiated By: [ ]

Process (Test Stage): CLT Test

Symptom Category: N/A

Process Step (Test): OFET Indicator Module

Symptom: N/A

Comment: Toxic

Quality Ticket Explorer

Area of Operation: 1

Client Operator: CENAVm001a

Client VM ID: a. CENAVm001a

Save

Cancel/New

Defect

No Defect

Close

Figure 9

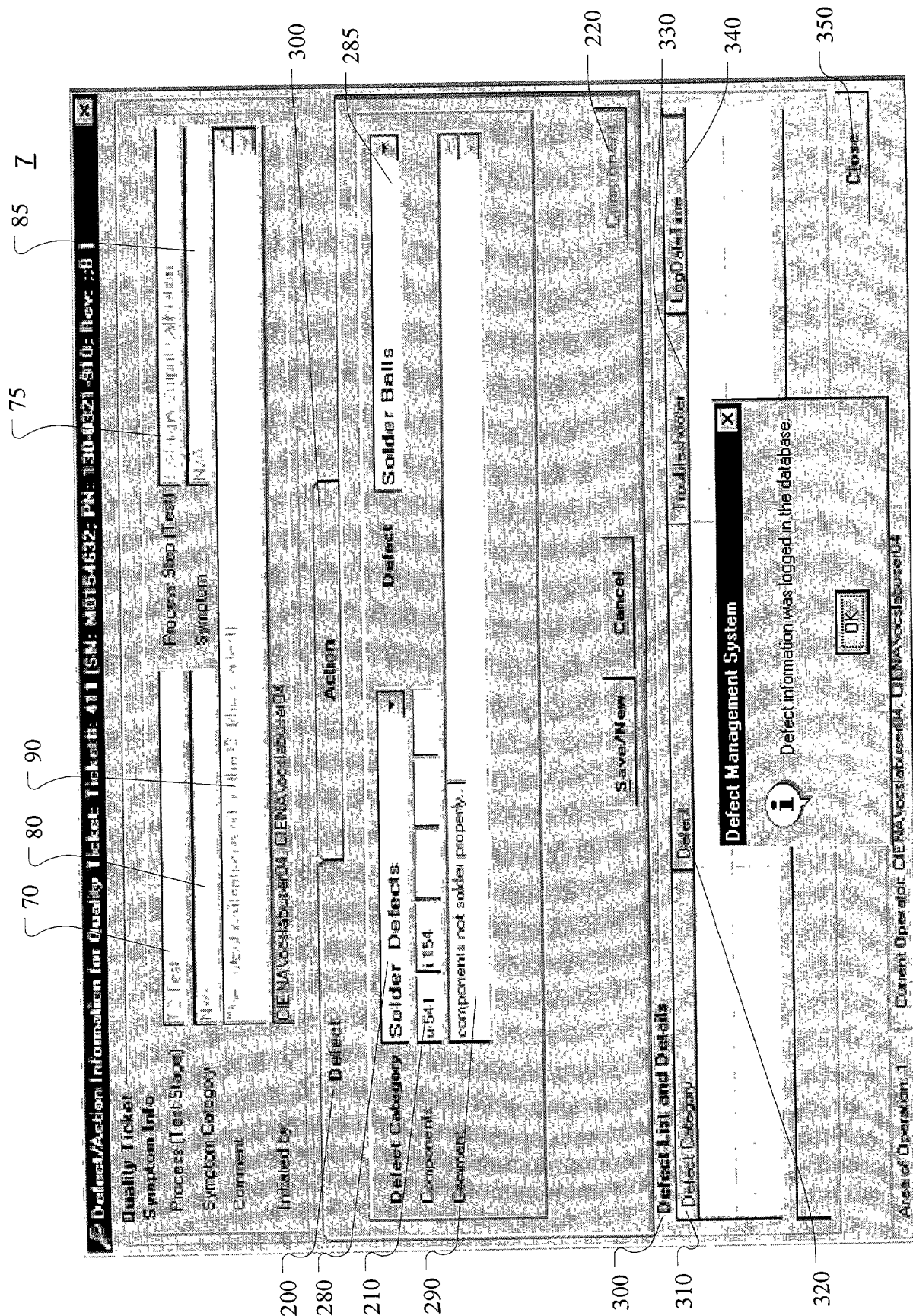


Figure 10a

140

70

80

90

50

75

85

7a

Defect/Action Information for Quality Ticket: Ticket#: 4895 [SN: M0000001; PN: 130-0466-900; Rev: 001]

Operator: CIENA\dmstestuser1

Process (Test Stage): OT1 - Rx

Symptom Category: I-N/A

Comment:

Area of Operation: 10G

Process Step (Test): TX grating test

Symptom: N/A

200

280

210

290

385

Defect

Defect Category:

Components:

Comment:

Troubleshooting Guide

Save

300

285

220

Action

Defect:

Component

To get the detailed information on each defect double click on the corresponding row or click on the Feedback button

315

310

320

Status	Defect Category	Defect	Reference Designator(s)
Not Fixed	Component Defects	Damaged	YERE, EEE
No Action	Component Defects	Damaged	tmdd
No Action	Component Defects	Damaged	GGG, DFDD, DDD
No Action	Component Defects	Damaged	

360

350

Feedback

Close

7

System Test

CIENA\dmstestuser1

Figure 10b



Figure 1 is a screenshot of a software window titled "Defect/Action Information for Quality Ticket: 416 [SN: M0000002; PN: 130-0466-900; Rev: 001]". The window is divided into several sections. At the top, there is a "Quality Ticket" section with fields for "Symptom Info", "Process (Test Stage)", "Process Step (Test)", "Symptom Category", "Symptom", and "Comment". Below this is the "Inherited by" field, which shows "CIENAVimprovis: CIENAVimprovis". The "Defect" section has a "Defect" dropdown menu. The "Action" section has an "Action" dropdown menu. The "Feedback" section has a "Feedback" dropdown menu and a "Cancel" button. The "Defect List and Details" section shows a table with columns for "Defect Category", "Defect", and "Time". The table contains one row: "Defect Category", "Defect", "Time". The "Area of Operation" section shows "Current Operator: CIENAVimprovis: CIENAVimprovis". The window has a "Close" button in the bottom right corner.

Figure 11a

Defect/Action Information for Quality Ticket: Ticket#: 4895 [SN: M0000001; PN: 130-0466-900; Rev: 001]

Operator: CIENAdmstestuser1

Process (Test Stage): Q11-Rx

Symptom Category: 1-N/A

Comment:

Area of Operation: 10G

Process Step (Test): RX grating test

Symptom: N/A

Comment:

**Defect**

Action Category: Testing2

Components:

Comment:

**Action**

Action: Testing2 Step

Save

To get the detailed information on each defect double click on the corresponding row or click on the Feedback button

Status	Defect Category	Defect	Reference Designator(s)
Not Fixed	Component Defects	Damaged	YERE, EEE
No Action	Component Defects	Damaged	tmdd
No Action	Component Defects	Damaged	GGG, DFDD, DDD
No Action	Component Defects	Damaged	

7

System Test

CIENAdmstestuser1

Feedback

Close

Figure 11b

7080

7580

8580

200

380

305

390

360

307

310

320

330

340

350

Defect/Action Information for Quality Ticket: Ticket#: 420 (SN: M0000002; PN: 130-0466-900; Rev: 001)

Quality Ticket

Symptom Info

Process Step (Test)

Symptom

Comment

Inherited by

Defect

Action

Action Category: Fiber

Component: u-BB6

Comment: Testing

Resolution: Flawless CIEN

Feedback

Remove & Replace

Defect: Embedded Station

Action information was logged into the database.

OK

Defect List and Details

Defect Category: Fiber Defects

Component Defects: Broken Fiber, Damaged

Fiber Defects: Broken Fiber

Software Defects: Wrong Software at Test Station

Testing

Save

Cancel

Log Date/Time

12/21/00 10:50 AM

12/21/00 11:56 AM

12/21/00 3:03:00 PM

12/21/00 3:16:00 PM

Close

Figure 12

70 80 295 75 85 9

**Defect/Action Information for Quality Ticket: Ticket#: 416 [SM: MORRIS02; PM: 130-0468-900; Rev: 001]**

**Quality Ticket**  
**Symptom Info**  
Process/Step (Test) [Test] [Test]  
Symptom Category [N/A] [N/A]  
Comment [N/A]

**Defect**  
Initiated by [CIENAVINOYARA, DE NIAVINOYARA]

**Action**  
Action Category [ ]  
Component [ ]  
Comment [ ]  
Reviewer [ ]  
Feedback [ ] Problem was fixed [ ] Problem was not fixed

**Defect List and Details**  
Defect Category [ ]  
Filter Defects [ ]

**Feedback**  
Feedback [ ] Problem was fixed [ ] Problem was not fixed

**Save** **Cancel** **Close**

**Area of Operation: 1** **Current Operator: CIENAVINOYARA, DE NIAVINOYARA**

200 380 305 390 360 307 310 320 300 385 364 366 330 340 350

Figure 13 397



335

140

280

285

321

322

385

323

324

350

380

335

364

366

Detailed information for defect: 3305

Troubleshooter:

Kazemi-1, Niakam

Defect Category:

Component Defects

RD(s):

VERE EEE

Comment:

Defect:

Damaged

322

Reworker:

Kazemi-1, Niakam

Action Category:

Components

RD(s):

Comment:

Action:

Cleaned

385

323

☒ Problem was not fixed

This box is to provide the system with feedback on whether the problem with the item has been fixed or not. This information is being checked when closing the quality ticket. If the quality ticket contains a defect with no corresponding action showing 'Problem was fixed' the ticket cannot be closed.

☐ Problem was fixed

☐ Problem was not fixed

Save Feedback

Close

Figure 14

386

389

388

387

### Troubleshooting Guide

The following is a list of the most likely causes for the specified SYMPTOM

Defect Category	Defect	Frequency
Component Defects	Defective Component	58
Testing Defects	Test Error	51
Component Defects	Damaged	26
Fiber Defects	Broken Fiber	11
Connector Defects	Pitted	10
Solder Defects	Insufficient Solder	8
Testing Defects	High Insertion loss	6
Solder Defects	Excessive Solder	5
Testing Defects	Proof Test Break	5
Component Defects	Wrong Component	5

Close

350

Figure 15